



## *Achieving Environmental Results*

Our everyday activities at the Indiana Department of Environmental Management drive us toward a simple goal: Making Indiana a cleaner, healthier place to live.

During the summer of 1997, IDEM's senior staff developed a complementary set of initiatives and goals that directed the agency toward important accomplishments that would continue to improve Indiana for generations to come. The goals, our Measures of Success, were project-specific goals established to improve IDEM's management, environmental protection and customer service practices. The five initiatives did not encompass the entire work of the agency; rather, they outlined broad agency efforts. They provided clear, measurable short-term goals to help IDEM achieve its long-term goals. IDEM's initiatives brought special focus to ongoing activities and involved IDEM in new efforts.

### **The five initiatives include:**

1. Protecting children from environmental threats
2. Helping communities invest in the future
3. Delivering quality service
4. Increasing regional focus
5. Supporting internal initiatives

Protecting children and educating families improved the lives of thousands of Hoosier children by removing environmental and health threats from homes and neighborhoods. Helping communities invest in the future puts tools and resources in the hands of our cities, towns and counties, enabling them to protect their own environment.

Developing a regional approach to environmental protection made it possible to effectively address air, water and land issues from a holistic approach. Delivering quality service meant getting the basics right, such as timely permit issuance and useful, reliable public information. Making internal improvements to the agency guaranteed that taxpayers and permit holders got the most for their money and that staff worked efficiently and effectively. Together, all these efforts made us a stronger, more effective agency.